

TO: Harborplace Tower Homeowner Association Board

During the recent "Meet the Candidates" event there was some discussion about staffing levels and morale.

One of the major things I like about Harborplace Tower is that everything works, and when occasionally things do shut down unexpectedly, they are fixed very quickly. This attests to the proactive nature of the staff, and their personal knowledge of the building's personal quirks. Reduction in staff would reduce the quality of life I have come to expect here. Replacing any of these people would lead to a long learning curve while the new people come to understand the ins-and-outs of our particular building.

Additionally, I am very pleased with the cheerful and professional attitudes evidenced by our staff. Most of my interactions are of course with Victor Lozada and Lisa Frisquillo, but all of the staff are pleasant to deal with.

I am particularly impressed by the work ethic evidenced by these folks, and desire the board to take every consideration into keeping staff morale high, and would be very unhappy were these excellent people to depart our building.

Thank you for your attention.

A handwritten signature in black ink, appearing to read "Shawn Porter". The signature is fluid and cursive, with a long horizontal stroke at the end.

Shawn Porter, Unit 202

Dear Lisa,

Over the weekend Leon mentioned Floor One was completed in our beautiful Harbor Place Building.

We had been watching the progress as the creation developed. So we went down on Sunday to check things out.

To our surprise, the finished decoration was even MORE STUNNING than we could have imagined. From the color selection to the style and arrangement--I cannot tell you how happy we are to live in this building. All the work that you and your team do makes it a pleasure to live here. There is not one bad word anyone can say about that First Floor remodel. And if they do...they just have bad taste. The remodel is both rich and tasteful. I only wish the decorator could finish his/vision with the window treatments. Maybe upon seeing the result the na-sayers will reconsider...it is worth whatever price tag is attached to finish the vision. Being an Artist myself, I completely understand completing a vision.

This effort makes us PROUD to live/own here and I know this will definitely help our property values. I know the last few months have not been easy...but I just wanted you to know these two owners think you and your team are doing a great job!!

Thank You

Denis McCourt

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Lisa,

I too want to sound off on the AMAZING IMPROVEMENTS that have transpired in our building. The new furniture, carpet, paint, wall paper, lighting...everything...

JOB WELL DONE. We are so proud and happy to live here at Harbor Place Towers. This redecorating project was so way WAY overdue.

Yes this cost us some money, but YES it is gorgeous and will definitely improve the property values here.

Thanks so much for all the hard work and determination. Thanks so much Lisa, for your hard work and being who you are here at the Harbor Place.

I also want to say thanks for all the house cleaners, and building workers, and our 24 hour watch persons always keeping us safe and always willing to help each of us out with even the smallest requests.

The BEST!!!

Leon Rinehart

Lisa,

I don't know if you have had the chance to see the new 1st floor furniture, lamps, flooring, and art works but they are such a great improvement that I had to say something. It is a lot of money but what a look. Everyone I have talked to, even a few who are totally against the project love it. I hope everyone gets to see it at the meeting this Wednesday evening.

Jim Witherow

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Our staff

I support our staff and would find it difficult to maintain a building the size of ours with any fewer people.

Every one of them have been polite and considerate and helpful when I requested. Security is one of the main advantages to living here. I object to any reduction in staff.

Ivolou Corston

Good Morning,

I've been a resident at Harbor Place for nearly four months now. Condo life is new for me, having lived in my previous home for 24 years. Every day, I count my blessing that I chose Harbor Place. Of course, the location is the obvious attraction; what more could you ask for? What I want to address is our staff. From the day I moved in, I have felt welcome here. Lisa was warm and welcoming and provided me with everything I needed to make my move-in go smoothly. I felt as though I called her so many times, yet she was always eager to provide me with helpful tips for moving into a high rise.

Whenever I have been at the front desk and a resident enters the building, Wiley has made it a point to introduce me to a neighbor. As a new person, I can't tell you how much I have appreciated his kindness and professionalism. And in the mornings and evenings when I come downstairs, I'm always greeted with a hello and a smile from Charles and Willy. Additionally, my family and my guests have all commented on how professional our staff is. They screen our guests with a professional, polite demeanor which should be commended. I've visited other buildings where that isn't the case.

Small things make a difference when you are new. One day, I was at the recycling area trying to flatten a box, and Victoria saw me. She came up and pointed out to me that there was a box cutter on the wall and proceeded to help me. It's a small thing but the point is it wasn't in her job description to do that, but she took a minute to help out, and I appreciated it. Victoria is busy each and every time see her, and I think she does a great job. Victor, Alex, Jesse - I don't know what more we could ask for in terms of a professional, competent and knowledgeable staff.

I attended last night's board meeting and felt compelled to write this letter of support for our staff. I would be greatly disappointed to see any change in the schedules for these fine people who are a part of our Harbor Place community.

Patti Wild